



## WAC Premier Software Support Prevent Problems Before They Happen

When you want to make sure that all your software systems are optimized, up to date, and all the regularly scheduled maintenance checks are being performed, WAC Premier Software Support is for you. Here's why customers turn to WAC for this level of software support:

- Getting help with month-end closing
- Checking general ledger postings
- Doing bank reconciliation
- Installing the latest patches and updates
- Examining error logs
- Reviewing account set up and postings
- Running periodic utilities

**Free Daily Monitoring:** WAC Premier Daily Monitoring service is offered at no cost to WAC Premier Software Support customers. What this means to you is that WAC will configure your system to send you daily status reports such as back-up logs, e-mail alerts, re-indexing logs, and more. If any problem exists, we notify you immediately. This is a service that otherwise costs \$1200/year.

*With WAC monitoring my daily back-ups, I no longer worry about my critical accounting data. I also save several hours a week where I used to perform manual back-ups. And you can't put a price on the peace of mind I now have.*

—Ken Masen, Fastener Group



## **System Infrastructure Maintenance**

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|------------------|--|
| Review and clear | <ul style="list-style-type: none"><li>• System error log</li><li>• Re-indexing log</li><li>• Update log</li><li>• User log</li><li>• User session log (clear is necessary)</li></ul>       |
| Review           | <ul style="list-style-type: none"><li>• Disk space requirements</li><li>• System settings and temporary file location set up</li><li>• Newly released white papers and bulletins</li></ul> |
| Verify           | <ul style="list-style-type: none"><li>• File structures and indexes</li></ul>  |
| Run              | <ul style="list-style-type: none"><li>• Load test utility to check system performance</li></ul>  |
| Clear            | <ul style="list-style-type: none"><li>• Flags</li></ul>  |
| Recalculate      | <ul style="list-style-type: none"><li>• Application balances and review report</li></ul>   |
| Rebuild          | <ul style="list-style-type: none"><li>• Data dictionary (if necessary)</li></ul>   |

## **ProSeries 6.5 and higher**

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|----------|--|
| Pack     | <ul style="list-style-type: none"><li>• Database</li></ul>                         |
| Validate | <ul style="list-style-type: none"><li>• Database</li></ul>                         |
| Check    | <ul style="list-style-type: none"><li>• Table integrity</li></ul>                  |
| Rebuild  | <ul style="list-style-type: none"><li>• Stored procedures (if necessary)</li></ul> |



## **Accounting System Maintenance**

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|--------|--|
| Run    | <ul style="list-style-type: none"><li>• General ledger file checking utility to assure that all batches and accounts are in balance</li><li>• AP/AR/IC and general ledger balance reconciliation program (where appropriate) to assure that all accounts are in balance</li><li>• Incomplete transaction utility that checks for missing transactions, checks AP control account set up, AR transaction account integrity.</li></ul> |
| Load   | <ul style="list-style-type: none"><li>• All current patches and build updates. (If modifications need to be brought forward, they will need to be reprogrammed and tested off site prior to installation.)</li></ul>   |
| Check  | <ul style="list-style-type: none"><li>• For cycle count flags</li><li>• For incomplete date and fiscal period data in GL distribution sub-ledger accounts</li><li>• AR transaction file for data sufficiency</li></ul>   |
| Review | <ul style="list-style-type: none"><li>• Pro Alert routines and logs</li><li>• System module settings (including default)</li><li>• Any month-end or year-end closing issues</li><li>• Bank reconciliation</li><li>• GL balances to determine business trends</li></ul>   |
| Assist | <ul style="list-style-type: none"><li>• In producing period and year-end reports</li><li>• In budget creation and monitoring</li></ul>   |